

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 25 - Center for Health Care Rights

From: 07/01/2011 To: 06/30/2012

Public and Media Data Report

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
Type of Activity	Q1	Q2	Q3	Q4	
Interactive Presentations to Public in Person					
Total Number of Events	38	26	31	19	114
Estimated Number of Attendees	2,044	1,490	1,109	912	5,555
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	8	7	4	6	25
Estimated Number of Attendees	14,400	15,800	41,500	2,270	73,970
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	4	1	0	0	5
Estimated Number of Attendees	4,000,000	70,000	0	0	4,070,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	2	0	0	2
Estimated Number of Attendees	0	6,270,000	0	0	6,270,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	38	4	25	0	67
Estimated Number of Persons Reached	65,500,000	257,000	9,600,000	0	75,357,000

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	4	6	1	6	17
Estimated Number of Targeted Persons Reached	836,323	6,462,000	600,000	215,363	8,113,686
Presenters					
HICAP Paid Staff					
Total Presenters	50	33	35	25	143
Total Hours for Length of Activities	235.50	195.20	197.05	116.50	744.25
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	2	2
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	23	24	19	15	
Employer Termination - COBRA	0	0	0	1	1
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	38	26	30	21	115
Long-Term Care / Insurance	5	16	16	3	40
Low Income Subsidy (LIS) / Application Assistance	0	0	0	0	0
Medicare (Parts A & B)	26	26	27	13	92
Medicare Advantage (Part C)	13	6	16	14	49
Medicare Fraud / Abuse	5	0	3	4	12
Medicare Prescription Drug Coverage (Part D)	1	0	0	0	1
Medigap / Medicare Supplements	10	18	24	8	60
Non-Medicare Fraud/Abuse	5	2	8	1	16
Other Topics / Issues (Health Specific)	0	0	0	0	0
	20	2	8	2	32

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	5	0	3	3	11
QMB/SLMB/QI	25	26	27	13	91
Volunteer Recruitment	0	0	1	0	1
Targeted Audience					
African American	12	8	13	11	44
American Indian or Native Alaskan	1	3	0	0	4
Asian Indian	0	0	0	0	0
Caucasian	2	3	3	10	18
Chinese	5	6	9	8	28
Disabled	9	14	20	13	56
Dual Eligible Groups	0	0	0	3	3
Employer Related Groups	0	0	0	0	0
Family Member/Caregiver of Beneficiary	10	10	3	9	32
Filipino	5	0	0	3	8
Guamanian or Chamorro	0	0	0	1	1
Hispanic / Latino	11	19	16	12	58
Hmong	1	0	0	1	2
Japanese	4	0	0	4	8
Korean	14	13	17	12	56
Low Income	25	22	21	15	83
Medicare Beneficiaries	37	26	28	21	112
Medicare Pre-Enrollees	37	26	28	17	108
Mental Health	0	0	2	4	6
Mental Health Professionals	0	0	2	2	4
Native Hawaiian	0	0	0	0	0
Other	4	8	2	4	18
Other Asian	4	0	0	3	7
Other Pacific Islander	1	0	0	3	4
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	22	13	15	9	59
Rural	0	0	0	1	1
Samoan	1	0	0	0	1
Social Work Professionals	7	9	9	14	39
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	2	0	0	2	4

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	7,963	4,324	4,388	2,989	19,664
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	15,057	12,774	12,247	6,117	46,195
Other Literature					
Other Literature	2,144	3,261	4,187	2,951	12,543
Brochures from Quick Call	32	49	24	0	105

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	1,945	2,343	1,959	1,860	8,107
Total Finalized Intakes	850	944	833	1,075	3,702
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	259	266	255	362	1,142
Aging into Medicare Postacd - CDA HICAP	18	2	0	0	20
CDA HICAP	17	11	6	7	41
CHA	0	0	0	0	0
CMS/Medicare	133	171	152	218	674
Friend/Relative	41	32	29	45	147
InfoVan	0	0	0	0	0
Internet	12	15	12	20	59
Mailings	0	0	0	0	0
Media	10	16	7	5	38
Other	122	148	114	125	509
Presentations	17	9	8	0	34
Previous Contacts	146	197	151	206	700
State Website	0	0	0	0	0
Missing/Not Collected	75	77	99	87	338
Mode of Client Contact					
Quick Call Contacts	2,338	2,734	2,316	2,395	9,783
Contacts by Telephone	4,429	3,000	2,904	4,088	14,421
Contacts In Person at home	6	1	1	1	9
Contacts In Person at site	1,743	1,500	1,162	1,609	6,014
Contacts by E-Mail	344	190	227	426	1,187
Contacts by Mail/Fax	588	302	237	366	1,493
Total Number of Client Contacts:	9,448	7,727	6,847	8,885	32,907
Contact Status Types					
General info	847	1,035	944	1,179	4,005
Detailed Assistance	1,517	1,620	1,380	1,922	6,439
Problem Solving/Resolution	5,702	3,250	3,118	4,925	16,995
Total Counseling Time Spent by Counselor Type					
Program Manager	57.05	73.45	40.05	35.35	205.90
Volunteer	78.25	133.55	110.05	109.30	431.15
Paid	1,710.56	1,280.39	1,213.46	1,801.20	6,005.61
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	193	221	218	238	870
Race					
African American/Black	122	137	117	184	560

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	5	2	0	2	9
Caucasian/White	392	449	380	494	1,715
Native Hawaiian	0	1	0	0	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	1	1	2
Asian Indian	12	5	5	9	31
Chinese	4	5	5	10	24
Filipino	33	23	29	30	115
Japanese	9	8	8	8	33
Hmong	0	0	0	0	0
Korean	20	41	32	36	129
Vietnamese	6	3	2	2	13
Other Pacific Islander	1	1	0	0	2
Other Asian	5	6	2	10	23
Two or More Race	0	2	0	0	2
Some Other race	218	234	229	267	948
Not Collected	23	27	23	22	95
Gender					
Female	483	569	511	596	2,159
Male	356	368	302	465	1,491
Not Collected	11	7	20	14	52
Monthly Income					
Less than 150% of FPL	356	401	358	557	1,672
Equal To/Greater than 150% of FPL	411	447	396	435	1,689
Not collected	83	96	79	83	341
Client Asset Limits					
Below LIS Asset limit	536	583	569	782	2,470
At or Above LIS Asset Limit	244	289	222	256	1,011
Not Collected	70	72	42	37	221

From: 07/01/2011 To: 06/30/2012

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	55	61	53	59	228
Limited English Proficient (LEP)	174	223	192	203	792
Dual Eligible	227	270	283	418	1,198
Medicare Status Due to Disability	154	150	147	227	678
Dual Eligible due to Mental Disability	57	61	45	64	227
Applying/Receiving Social Security/Medicare Disability	156	174	153	264	747
Age					
Under 60	120	129	115	187	551
60-64	63	74	88	181	406
65-74	418	445	374	402	1,639
75-84	151	188	144	182	665
85+	76	80	76	92	324
Not Collected	22	28	36	31	117
Marital Status					
Married	266	291	271	321	1,149
Never Married	135	148	137	201	621
Separated	37	34	34	52	157
Divorced	193	238	180	223	834
Widowed	168	172	165	224	729
Domestic Partner	10	12	4	12	38
Not Collected	41	49	42	42	174
Estimated Financial Saving					
Clients with Financial Savings	11	13	10	13	47
Estimated Dollars Saved	\$13,981.73	\$6,686.75	\$4,749.55	\$8,821.03	\$34,239.06

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	218	186	193	205	802
Benefit Comparisons/Explanation/Coverge Changes	198	175	170	284	827
Appeals/Grievances	8	6	6	11	31
Billings/Claims	102	70	91	101	364
Fraud/Abuse	22	11	9	15	57
Quality of Care	91	50	79	103	323
LTC/LTCI					
Enrollment/Eligibility Assistance	14	13	19	20	66
Billings/Claims	4	6	6	18	34
LTC Partnership	9	8	10	11	38
Appeal/Greivances	0	2	1	2	5
Fraud/Abuse	0	0	0	0	0
Other LTC	9	8	14	13	44
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	100	106	67	91	364
Benefit Explanation	100	108	71	87	366
Appeals/Grievances	2	0	2	2	6
Billings/Claims	16	12	18	29	75
Fraud/Abuse	0	1	0	1	2
Disenrollment/Coverage Changes	10	15	8	8	41
Quality of Care	15	13	19	26	73
Plan Comparison	75	67	41	60	243
Marketing/Sales Complaints/Issues	6	6	2	6	20
Plan Non Renewal	3	3	1	2	9
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	163	208	140	202	713
Benefit Explanation	72	105	71	89	337
Appeals/Grievances	17	15	14	30	76
Billings/Claims	32	39	25	31	127
Fraud/Abuse	1	0	0	0	1
Coverage Changes/Disenrollment	69	125	85	157	436
Plan Non Renewal	66	74	36	74	250
Plan Comparison	94	115	65	104	378
Enrollment/Enrollment Asistance	47	57	33	54	191
Quality of Care	25	20	14	24	83
Marketing/Sales Complaints or Issues	1	2	2	2	7
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	250	220	251	355	1,076
Medi-Cal Application Assistance	240	213	236	345	1,034

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	122	102	99	105	428
MSP Application Assistance	161	127	127	140	555
Medi-Cal/QMB Claims	110	82	90	110	392
Fraud/Abuse	1	0	0	1	2
Other	58	60	76	186	380
Other					
Employer/Federal Health Benefits (FEHB)	78	53	47	74	252
Military Benefits	7	13	2	9	31
COBRA	9	4	7	3	23
Mental Health Topics	125	150	103	163	541
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	3	1	1	3	8
Other	61	42	56	93	252
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	267	435	269	335	1,306
Eligibility/Screening	255	421	246	324	1,246
Plan Comparison	234	381	222	300	1,137
Enrollment/Anrollment Assistance	222	344	197	261	1,024
Billings/Claims	43	48	30	39	160
Coverage Changes	51	65	60	102	278
Re-enrollment	0	0	0	0	0
Disenrollment	11	7	7	8	33
TROOP	2	2	2	1	7
Other	12	16	14	14	56
LIS / Extra Help					
Eligibility / Screening	253	325	295	276	1,149
Benefit Explanation	163	167	183	178	691
Application Assistance	189	176	194	182	741
Claims/Billings	24	22	18	15	79
Appeals / Grievances	7	2	1	3	13
Other Prescription Drug CoveragePlans					
Union/employer	16	17	19	28	80
PPARx	14	17	14	20	65
Military Drug Benefit	6	11	1	9	27
Manufacturer Program	22	20	24	28	94
Other	2	1	0	1	4
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	34	16	12	20	82
Lag Time	45	31	23	29	128
Multiple Enrollment	11	7	6	8	32
Poor Training of Agents	2	0	0	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Fraud/Abuse	1	2	2	1	6
Marketing Fraud/Abuse	1	2	2	1	6
Agent fraud/abuse	0	1	1	1	3
Formulary problems/changes	10	2	10	16	38
Dosage problem	0	0	0	0	0
Data problems	43	28	22	25	118
Delay in medications	101	81	99	83	364
Incorrect Co-Pay/Can't Afford Co-Pay	44	37	30	36	147
Client reached donut hole	60	53	71	45	229
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	41	23	26	45	135
Quality of Care	4	5	2	1	12
Plan Non Renewal	3	5	8	12	28
HICAP Legal Services					
Referrals to HICAP Legal	78	59	105	43	285
Legal Clients Served	137	108	172	133	550
Cases Opened	78	59	105	43	285
Cases Closed	95	67	95	57	314
Favorable Closed Case Results	48	58	78	44	228
Client Representation Hours	124	108	191	221	644
Consultation to Program Hours	110	113	85	166	474
HICAP Legal Clients that Saved	2	2	1	5	10
Estimated Financial Savings	\$2,701.00	\$32,422.00	\$5,000.00	\$5,661.00	\$45,784.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	1	0	3	0	4
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	3	2	2	0	7
Other:	3	3	0	0	6
TOTAL MEDICARE PART D COMPLAINTS	7	5	5	0	17
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	3	2	5	2	12
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	3	2	5	2	12
800 Medicare Line Issues					
Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00